



confident consumers

access to
information

competitive markets

modern **markets**: confident **consumers**

implementation plan
for the consumer white paper

dti

Department of Trade and Industry

foreword by the secretary of state



We are committed to putting consumers centre-stage. We want people to get a fair deal. Not only is this just in its own right: it helps our economy by keeping businesses competitive.

Our White Paper

Modern Markets: Confident Consumers set out a new approach to consumer policy, charting a third way between suffocating regulation and naïve reliance on markets. It proposed an ambitious agenda to improve information and advice, stop rogue traders and scams, and build confidence among consumers.

I am now publishing a detailed plan setting out how we will implement the commitments in the White Paper. Successful implementation

requires organisation to work together to promote the interests of consumers. I am determined to continue the successful partnerships we built in drawing up the White Paper. I want businesses, consumer bodies and local authorities to work with us in realising the vision we have set out.

As well as encouraging inclusivity, I want to be open in the way that we develop and implement consumer policy. The plan therefore lists the name, email address and telephone number of the official responsible for each commitment.

A handwritten signature in black ink that reads "Stephen Byers". The signature is written in a cursive, flowing style.

introduction

- 1 On 22 July 1999, the Government published its Consumer White Paper *Modern Markets: Confident Consumers*. This developed a framework to identify the main concerns of consumers and to come up with practical solutions to tackle them. It set out a comprehensive strategy across government to put the interests of consumers at the heart of policymaking.
- 2 The White Paper described a virtuous circle between well-informed, confident consumers and strong, competitive businesses. Knowledgeable, demanding consumers encourage innovation and vigorous competition between firms in order to attract and maintain custom. By knowing where to get the best deal, and by being prepared to switch and change, they help keep prices low. It proposed measures to drive this circle by:
 - building open and competitive markets
 - helping consumers to be knowledgeable and demanding
 - promoting customer service in business
 - helping consumers to get redress
 - keeping consumer law up to date
 - securing compliance with consumer law
 - bringing consumers to the heart of government
 - joining-up services and working across departmental boundaries.
- 3 In all, *Modern Markets: Confident Consumers* contained 90 commitments on behalf of government to help people get a good deal in the marketplace. These are set out in the following table.

Some of the commitments have already been met. Others will require new legislation which the Government will bring in as soon as Parliamentary time allows.
- 4 Many of the commitments require close working with other organisations. For example:
 - business, trade associations, the Office of Fair Trading (OFT) and government will work together to develop codes of practice based on the core principles set out in the White Paper
 - enforcement bodies, often facing heavy pressures on resources, will need to collaborate and co-ordinate activity to ensure greater consistency for the benefit of consumers and business. Better communication will be needed as centres of excellence develop in specialised areas of consumer law
 - advice agencies will join up to form a new network offering quality service to consumers, with easy access through a telephone helpline and a Consumer Gateway on the Internet.
- 5 The Government will actively seek to encourage the partnerships necessary to ensure successful implementation of the White Paper. Its aim is to work with organisations to promote better the interests of consumers. This inclusive approach underpins both the White Paper and the implementation plan. We would like to thank consumer bodies, local authorities, the OFT and business for their positive response to date to the challenges set in the White Paper.

- 6 The plan is not a comprehensive statement of all that the Government will be doing to take forward the vision set out in the White Paper. The Government's strategy is dynamic, not static, since markets change and new concerns arise for consumers. These need to be identified at an early stage, so consumers do not suffer because of untimely action. The Government, in partnership with consumer groups and business, is instituting a new programme of research to inform policy development.
- 7 Already, the Government is tackling the housing market as one source of concern for consumers.
- The Secretary of State for Trade and Industry has warned that he will introduce tougher regulation of estate agents, unless more join up to the current Ombudsman scheme and industry code.
 - He has also held a summit bringing together the top mortgage lenders and consumer bodies to look at possible misselling and other issues, such as tie-ins and redemption penalties.
- 8 We received 214 responses by 29 October to our invitation to send in views on the White Paper. These universally endorsed the general approach taken by the Government and the importance it was attaching to consumer issues. Some respondents suggested new areas for action. Others offered helpful comments on specific proposals. These will be taken into account as proposals are being implemented.
- 9 The Government will publish at a later date further details of the consultation and its own response. However, 29 October marks the end of only one stage of our consultation. In the White Paper, we set out a framework for the development of consumer policy. Within that framework we still want ideas to flow and problems to be brought to our attention.
- 10 We welcome the support that has been given to the White Paper by the devolved administrations. We will continue to work closely with them on the implementation plan and are aware of the detailed consideration that is being given to areas that lie within their responsibility.
- 11 Comments on the implementation plan should be sent to:
- Tim Goodship
Department of Trade and Industry
1 Victoria Street
London SW1H 0ET
- or by email:
white.paper@cacp.dti.gov.uk
- Telephone enquiries: 0171 215 6458
- This implementation plan and the White Paper are available on the Internet at <http://www.dti.gov.uk/consumer/whitepaper>

Commitment	Para	Contact	Milestones	Target dates
1. The Government will publish a study of international price comparisons in France, Germany, the US and the UK	2.08	<p><i>Trevor Reid</i> <i>Competition Policy Directorate,</i> <i>DTI</i> <i>tel: 0171 215 6529</i> <i>email:</i> <i>trevor.reid@cacp.dti.gov.uk</i></p> <p><i>David Coates</i> <i>Economics and Statistics</i> <i>Directorate, DTI</i></p> <p><i>Tim Holt</i> <i>Head of Government Statistical</i> <i>Service</i></p>	<ul style="list-style-type: none"> • advertise research tender in EU Official Journal • appoint research company • publish findings 	<ul style="list-style-type: none"> • achieved – July 1999 • achieved – October 1999 • January 2000
2. DTI will publish a consultation paper on mergers	2.09	<p><i>Richard Leyland</i> <i>Competition Policy Directorate,</i> <i>DTI</i> <i>tel: 0171 215 0010</i> <i>email:</i> <i>richard.leyland@cacp.dti.gov.uk</i></p>	<ul style="list-style-type: none"> • publish consultation paper • analyse responses • announce outcome of review 	<ul style="list-style-type: none"> • achieved – 6 August 1999 • December 1999 • May 2000

Commitment	Para	Contact	Milestones	Target dates
3. The Government will review competition in airports and water sectors	2.13	<p><i>Mike Fawcett</i> <i>Airports Policy Division, DETR</i> <i>tel: 0171 890 3920</i> <i>email:</i> <i>michael_fawcett@detr.gsi.gov.uk</i></p> <p><i>Lucy Gilbert</i> <i>Water Supply and Regulations Division, DETR</i> <i>tel: 0171 890 5393</i> <i>email:</i> <i>lucy_gilbert@detr.gsi.gov.uk</i></p>		<ul style="list-style-type: none"> • ongoing • ongoing
4. The Government will discuss proposals for modernising EU competition law procedures with the European Commission (EC) and other member states and will take account of views of consumer organisations	2.14	<p><i>Julie Carney</i> <i>Competition Policy Directorate, DTI</i> <i>tel: 0171 215 6774</i> <i>email:</i> <i>julie.carney@cacp.dti.gov.uk</i></p>	<ul style="list-style-type: none"> • take part in series of working group meetings, with other member states • write to interested parties in the UK for their views 	<ul style="list-style-type: none"> • ongoing – the EC’s aim is to introduce the new regime in 2003 • ongoing involvement of other parties
5. The Government will lift restrictions on commercial imports of motor vehicles	2.15	<p><i>John Jeyes</i> <i>Vehicle Standards and Engineering, DETR</i> <i>tel: 0171 890 2080</i> <i>email:</i> <i>john_jeyes@detr.gsi.gov.uk</i></p>	<ul style="list-style-type: none"> • plans announced progressively to lift restrictions, which are likely to end in 2001 	<ul style="list-style-type: none"> • January 2001

Commitment	Para	Contact	Milestones	Target dates
6. The Government will seek greater trade liberalisation in the next WTO Round	2.16	<i>Nicola Kirkup Trade Policy Directorate, DTI tel: 0171 215 4579 email: nicola.kirkup@eirv.dti.gov.uk</i>	<ul style="list-style-type: none"> • support the EC's efforts to raise third country support for the EU's objective of launching a comprehensive, time-limited new Round based on a single undertaking at Seattle • as and when the Round starts, work with the Commission and other like-minded member states to ensure that the EU's negotiating line favours liberalising trade 	<ul style="list-style-type: none"> • ongoing • ongoing
7. DTI will initiate a rolling review of areas of particular complexity and risk to find ways that business can present information more clearly and simply	3.03	<i>Tim Goodship Consumer Affairs Directorate, DTI tel: 0171 215 0373 email: tim.goodship@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • to be taken forward through the advisory committee 	<ul style="list-style-type: none"> • ongoing

Commitment	Para	Contact	Milestones	Target dates
8. DTI will consider with OFTEL whether price transparency in the market for mobile phones and airtime should be reviewed	3.03	<i>Tim Goodship Consumer Affairs Directorate, DTI tel: 0171 215 0373 email: tim.goodship@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • discuss with OFTEL • take forward through the advisory committee 	<ul style="list-style-type: none"> • achieved – November 1999 • January 2000
9. The Government is helping develop a new harmonised grading scheme requiring hotels to display rate cards showing charges for calls from bedroom telephones	3.09	<i>Trevor Dawes Tourism Division, DCMS tel: 0171 211 6321 email: trevor.dawes@culture.gov.uk</i>	<ul style="list-style-type: none"> • launch new criteria to consumers in September 1999 • set up working group of government, industry and consumer representatives to examine how to improve clarity of information given on rate cards and spread best practice • report to Tourism Summit 	<ul style="list-style-type: none"> • achieved • achieved • Spring 2000

Commitment	Para	Contact	Milestones	Target dates
10. The Government is exploring with industry how better information on single-person supplements can be provided	3.09	<p><i>for package travel</i></p> <p><i>Hugh Rawson Consumer Affairs Directorate, DTI tel: 0171 215 0326 email: hugh.rawson@cacp.dti.gov.uk</i></p> <p><i>for UK tourism</i></p> <p><i>Trevor Dawes Tourism Division, DCMS tel: 0171 211 6321 email: trevor.dawes@culture.gov.uk</i></p>	<ul style="list-style-type: none"> • agree with major travel trade associations an explanation of the basis for supplements to be inserted in holiday brochures • publish in winter brochures • hold meetings with UK hoteliers and other interested parties 	<ul style="list-style-type: none"> • achieved • January 2001 • December 1999
11. The Government will amend the rules on price marking so that goods offered for sale within a shop will have an easily identifiable price without the consumer having to ask for it	3.10	<p><i>Linda O'Connor Consumer Affairs Directorate, DTI tel: 0171 215 2571 email: linda.o'connor@cacp.dti.gov.uk</i></p>	<ul style="list-style-type: none"> • lay regulations • regulations come into force 	<ul style="list-style-type: none"> • achieved – November 1999 • March 2000

Commitment	Para	Contact	Milestones	Target dates
12. The Government will extend unit pricing of pre-packaged quantity-marked products	3.11	<i>Linda O'Connor Consumer Affairs Directorate, DTI tel: 0171 215 2571 email: linda.o'connor@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • lay regulations • regulations come into force 	<ul style="list-style-type: none"> • achieved – November 1999 • March 2000
13. The Government will bring forward proposals, on which it will consult, to ensure consumers are protected from short measure	3.13	<i>Gareth Harper Consumer Affairs Directorate, DTI tel: 0171 215 0331 email: gareth.harper@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • prepare consultation document • introduce primary legislation 	<ul style="list-style-type: none"> • achieved – published 22 July 1999 • when Parliamentary time allows
14. The Government will publish the results of a survey on pricing of soft drinks	3.13	<i>Linda O'Connor Consumer Affairs Directorate, DTI tel: 0171 215 2571 email: linda.o'connor@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • commission research project on the pricing of soft drinks • publish results of survey 	<ul style="list-style-type: none"> • achieved • achieved – November 1999
15. The Government will review the Price Marking (Food and Drink on Premises) Order 1979 and revise it if necessary	3.13	<i>Linda O'Connor Consumer Affairs Directorate, DTI tel: 0171 215 2571 email: linda.o'connor@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • consider results from soft drink survey • if necessary, consult on revision of the Order • if necessary, revise Order 	<ul style="list-style-type: none"> • December 1999 • March 2000 • September 2000

Commitment	Para	Contact	Milestones	Target dates
16. The Government will publish revised guidance to traders on how to avoid giving misleading prices	3.13	<i>Linda O'Connor Consumer Affairs Directorate, DTI tel: 0171 215 2571 email: linda.o'connor@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • consult on revision to statutory Code of Practice for Traders on Misleading Price Indications • publish new guidance 	<ul style="list-style-type: none"> • March 2000 • September 2000
17. Implement Comparative Advertising Directive	3.15	<i>Hugh Rawson Consumer Affairs Directorate, DTI tel: 0171 215 0326 email: hugh.rawson@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • publish consultation paper on implementation • implement through secondary legislation 	<ul style="list-style-type: none"> • achieved – 28 July 1999 • April 2000
18. DTI and DETR will work with OFT and trading standards to see if powers under Control of Misleading Advertisements Regulations can be used more effectively to combat misleading on-pack claims, especially green claims	3.18	<i>Hugh Rawson Consumer Affairs Directorate, DTI tel: 0171 215 0326 email: hugh.rawson@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • meetings with DETR, Local Authorities Co-ordinating Body on Food and Trading Standards (LACOTS) and OFT • report on scope for action under Control of Misleading Advertisements Regulations 	<ul style="list-style-type: none"> • ongoing • December 1999

Commitment	Para	Contact	Milestones	Target dates
19. The Government proposes to align the provisions of TDA relating to services with those relating to goods	3.19	<i>Hugh Rawson Consumer Affairs Directorate, DTI tel: 0171 215 0326 email: hugh.rawson@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • consult on proposals • amendment needed to primary legislation 	<ul style="list-style-type: none"> • April 2000 • when Parliamentary time allows
20. DETR is considering proposals to make available more information on mileage by requiring mileage to be (a) recorded at MOT tests and (b) reported on vehicle registration and licence renewal forms	3.20	<p><i>a) Thomas Barry Licensing and Enforcement Division, DETR tel: 0171 276 2457 email: thomas_barry@detr.gsi.gov.uk</i></p> <p><i>b) Maureen Price DVLA tel: 01792 782053 email: dehpol-dvla@gtnet.gov.uk</i></p>	<ul style="list-style-type: none"> • a) set up IT network which will allow all mileages recorded at MOT tests to be pooled centrally • b) DVLA/DETR currently considering legislative requirements 	<ul style="list-style-type: none"> • 2002 • 2002
21. The Government will amend regulations so that the 'wealth warning' for secured loans features prominently in documents given to prospective consumers	3.23	<i>Trevor Single Consumer Affairs Directorate, DTI tel: 0171 215 0351 email: trevor.single@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • draft regulations • complete discussions with industry • lay regulations • regulations come into force 	<ul style="list-style-type: none"> • achieved • achieved • achieved • February 2000

Commitment	Para	Contact	Milestones	Target dates
22. The Government will amend the warning for equity release schemes	3.24	<p><i>Trevor Single</i> <i>Consumer Affairs Directorate,</i> <i>DTI</i> <i>tel: 0171 215 0351</i> <i>email:</i> <i>trevor.single@cacp.dti.gov.uk</i></p>	<ul style="list-style-type: none"> • complete initial discussions with industry • complete final discussions with industry • lay regulations • regulations come into force 	<ul style="list-style-type: none"> • achieved • achieved – November 1999 • December 1999 • May 2000
23. The Government will change the way the APR is calculated in the UK so that it is calculated on the same basis throughout the EU	3.25	<p><i>Trevor Single</i> <i>Consumer Affairs Directorate,</i> <i>DTI</i> <i>tel: 0171 215 0351</i> <i>email:</i> <i>trevor.single@cacp.dti.gov.uk</i></p>	<ul style="list-style-type: none"> • first draft of regulations • complete discussions with industry • give draft regulations to industry to enable it to meet Y2K deadline • lay regulations • regulations come into force 	<ul style="list-style-type: none"> • achieved • achieved • achieved • achieved – November 1999 • February 2000

Commitment	Para	Contact	Milestones	Target dates
24. The Government will change the law to ensure the APR reflects the total charge for credit over the full period of the loan	3.26	<i>Trevor Single Consumer Affairs Directorate, DTI tel: 0171 215 0351 email: trevor.single@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • first draft of regulations • lay regulations • regulations come into force 	<ul style="list-style-type: none"> • achieved • achieved – November 1999 • July 2000
25. The Government will implement the Distance Selling Directive	3.27	<i>Graham Willmington Consumer Affairs Directorate, DTI tel: 0171 215 0348 email: graham.willmington@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • issue consultation paper • lay regulations, implementing Directive • regulations come into force 	<ul style="list-style-type: none"> • achieved – November 1999 • Spring 2000 • June 2000
26. DTI will publish proposals to amend current rules on trading schemes to require greater honesty	3.29	<i>John Thorpe Affairs Directorate, DTI tel: 0171 215 0348 email: john.thorpe@cacp.dti.gov.uk</i>	<p>Following an examination of the rules governing trading schemes, wider ranging changes are being considered.</p> <ul style="list-style-type: none"> • publish proposals 	<ul style="list-style-type: none"> • Spring 2000

Commitment	Para	Contact	Milestones	Target dates
27. DTI will make clear in guidance to participants that they should seek independent business advice on trading schemes	3.29	<i>John Thorpe Consumer Affairs Directorate, DTI tel: 0171 215 0348 email: john.thorpe@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • publish new guidance 	<ul style="list-style-type: none"> • February 2000
28. The Government will publish proposals to improve information to timeshare buyers and review aspects of timeshare legislation	3.30	<i>John Thorpe Consumer Affairs Directorate, DTI tel: 0171 215 0348 email: john.thorpe@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • publish consultation paper 	<ul style="list-style-type: none"> • December 1999
29. DTI and others will develop teaching materials for adults	3.32	<i>John Thorpe Consumer Affairs Directorate, DTI tel: 0171 215 0348 email: john.thorpe@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • bid for EU funding • award of funding • carry out project 	<ul style="list-style-type: none"> • achieved • December 1999 • April 2001

Commitment	Para	Contact	Milestones	Target dates
30. The Government is setting up a Consumer Gateway on the Internet	3.35	<i>Bernie Harris Consumer Affairs Directorate, DTI tel: 0171 215 0316 email: bernie.harris@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • first stage live on 22 July 1999 • consider arrangements for ongoing management and scope of second stage 	<ul style="list-style-type: none"> • achieved. • December 1999
31. The Government will provide core principles for effective codes of practice	4.06	<i>Graham Willmington Consumer Affairs Directorate, DTI tel: 0171 215 6233 email: graham.willmington@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • core principles set out in White Paper 	<ul style="list-style-type: none"> • achieved
32. The Government will change the law to give OFT the power to give a seal of approval to codes that put these core principles into effect and to warn against ones that do not or that are not adequately enforced.	4.08	<i>Graham Willmington Consumer Affairs Directorate, DTI tel: 0171 215 6233 email: graham.willmington@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • introduce primary legislation 	<ul style="list-style-type: none"> • when Parliamentary time allows
33. The Government will implement, on a pilot basis, the quality mark scheme, drawn up by the Beat the Cowboys Working Party	4.12	<i>Keith Bailey DETR tel: 0171 890 5658 email: keith.bailey@detr.gsi.gov.uk</i>	<ul style="list-style-type: none"> • publication of final report of Working Party • publish Government's response • pilot to start 	<ul style="list-style-type: none"> • achieved • November 1999 • December 1999

Commitment	Para	Contact	Milestones	Target dates
34. The Government is working, with EAB, CA and OFT, to develop core principles for e-commerce codes, a new body to accredit such codes and a hallmark	4.15	<i>Martin Bond Consumer Affairs Directorate, DTI tel: 0171 215 0340 email: martin.bond@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • publish core principles • launch Trust UK 	<ul style="list-style-type: none"> • achieved – July 1999 • January 2000
35. The Government will work in Europe to encourage the development of an EU-wide e-commerce code	4.16	<i>Martin Bond Consumer Affairs Directorate, DTI tel: 0171 215 0340 email: martin.bond@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • OECD special session on codes • launch of Trust UK • negotiations on draft directive on e-commerce 	<ul style="list-style-type: none"> • achieved – October 1999 • January 2000 • ongoing
36. The Government will work with the OECD on its guidelines for consumer protection in e-commerce	4.16	<i>Martin Bond Consumer Affairs Directorate, DTI tel: 0171 215 0340 email: martin.bond@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • DTI will consult interested parties in preparation for September meeting of OECD's Committee on Consumer Policy • agree and publish guidelines 	<ul style="list-style-type: none"> • achieved • December 1999

Commitment	Para	Contact	Milestones	Target dates
37. DTI will publish a good practice guide on product recall	4.18	<i>Geoff Dessent Consumer Safety Unit, DTI tel: 0171 215 0378 email: geoff.dessent@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • liaise with CBI and British Retail Consortium over preparation of guide • publish guide 	<ul style="list-style-type: none"> • achieved • achieved – November 1999
38. The Government will encourage a partnership approach in the development of international standards and the expected review of the General Product Safety Directive (GPSD)	4.18	<i>Peter Mason Director of Consumer Safety and Strategy, DTI tel: 0171 215 0355 email: peter.mason@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • continuing discussion with industry and consumer groups • formal proposal for revised GPSD expected early 2000 – business and consumer groups already involved 	<ul style="list-style-type: none"> • ongoing • ongoing
39. The Government will assist in identifying and developing consumer-oriented indices and encourage their inclusion in benchmarking schemes	4.21	<i>Henry Marsden Consumer Goods, Business and Postal Services Directorate, DTI tel: 0171 215 1989 email: henry.marsden@trdv.dti.gov.uk</i>	<ul style="list-style-type: none"> • continuing discussion with businesses and industry groups 	<ul style="list-style-type: none"> • ongoing

Commitment	Para	Contact	Milestones	Target dates
40. The Government will consider whether more consumer protection law should be extended to cover small businesses	4.24	<i>Graham Willmington Consumer Affairs Directorate, DTI tel: 0171 215 6233 email: graham.willmington@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • invite comments by 29 October 1999 • publish response 	<ul style="list-style-type: none"> • achieved • Spring 2000
41. The Government will promote the development of a new network of advice agencies	5.05	<i>Bernie Harris Consumer Affairs Directorate, DTI tel: 0171 215 0316 email: bernie.harris@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • develop quality checklist in consultation with CABx and local authorities • develop benchmarking module in consultation with CABx and local authorities • link with Community Legal Service work on Quality Mark • develop 'consumer badge' • organise national conference to launch quality checklist and benchmarking module 	<ul style="list-style-type: none"> • April 2000 • April 2000 • April 2000 • April 2000 • May 2000

Commitment	Para	Contact	Milestones	Target dates
42. The Government will pilot a local helpline offering consumer advice	5.11	<i>Bernie Harris Consumer Affairs Directorate, DTI tel: 0171 215 0316 email: bernie.harris@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • identify areas for pilot, after discussions with local authorities, CABx, etc • pilots to start • evaluate pilots 	<ul style="list-style-type: none"> • December 1999 • April 2000 • ongoing – full evaluation April 2001
43. DTI will publish a best practice guide, based on research into the best means of informing the public on consumer rights	5.15	<i>John Thorpe Consumer Affairs Directorate, DTI tel: 0171 215 0348 email: john.thorpe@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • publish booklet and distribute to advice centres, trading standards service, etc 	<ul style="list-style-type: none"> • achieved – November 1999
44. The Government will raise the limits under the Arbitration Act 1996 from £3,000 to £5,000	5.19	<i>Martin Bond Consumer Affairs Directorate, DTI tel: 0171 215 0340 email: martin.bond@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • lay Appropriate Order before Parliament 	<ul style="list-style-type: none"> • achieved – August 1999

Commitment	Para	Contact	Milestones	Target dates
45. The Government is consulting on proposals to help more people recover money owed to them	5.20	<i>Martin Jones Lord Chancellor's Department tel: 0171 210 1323 email: mjones@lcdhq.gsi.gov.uk</i>	<ul style="list-style-type: none"> • complete review • depending on outcome of consultation, introduce any changes 	<ul style="list-style-type: none"> • June 2000 • November 2001
46. The Government is looking at rules on extortionate credit to examine the extent to which this is a problem for consumers	5.21	<i>Trevor Single Consumer Affairs Directorate, DTI tel: 0171 215 0351 email: trevor.single@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • commission academic research • publish proposals 	<ul style="list-style-type: none"> • achieved • Spring 2000
47. The Government is issuing a discussion paper on the provision of information on Alternative Dispute Resolution and the possibility of creating a list of approved providers	5.24	<i>Heather Bradbury Lord Chancellor's Department tel: 0171 210 1486 email: hbradbury@lcdhq.gsi.gov.uk</i>	<ul style="list-style-type: none"> • publish discussion paper 	<ul style="list-style-type: none"> • achieved – November 1999

Commitment	Para	Contact	Milestones	Target dates
48. The Lord Chancellor will introduce new rules on how courts might manage numerous claims that have common features	5.25	<i>Martin Jones Lord Chancellor's Department tel: 0171 210 1323 email: mjones@lcdhq.gsi.gov.uk</i>	<ul style="list-style-type: none"> • Civil Procedure Rule Committee considers proposals • lay regulations • regulations come into force 	<ul style="list-style-type: none"> • 2000 • July 2000
49. The Government is consulting on whether the Hague Convention should include similar provisions to those contained in Brussels and Lugano Conventions	5.27	<p><i>Oliver Parker Lord Chancellor's Department tel: 0171 210 0741 email: oparker@lcdhq.gsi.gov.uk</i></p> <p><i>Martin Bond Consumer Affairs Directorate DTI tel: 0171 215 0340 email: martin.bond@cacp.dti.gov.uk</i></p>	<ul style="list-style-type: none"> • organise seminar on Brussels Convention • Hague Conference talks 	<ul style="list-style-type: none"> • achieved – 15 October 1999 • from October 1999
50. Working with EU partners, the Government wants to see new ideas to make it easier, quicker and cheaper for consumers in one member state to take action in another	5.28	<i>Edwin Kilby Lord Chancellor's Department tel: 0171 210 0740 email: ekilby@lcdhq.gsi.gov.uk</i>	<ul style="list-style-type: none"> • Tampere summit 	<ul style="list-style-type: none"> • achieved – October 1999

Commitment	Para	Contact	Milestones	Target dates
51. The Government will implement the Directive on Sale of Goods and Associated Guarantees	5.29	<i>Martin Bond Consumer Affairs Directorate, DTI tel: 0171 215 0340 email: martin.bond@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • consult on implementation plans 	<ul style="list-style-type: none"> • Spring 2000
52. DTI will publish its risk assessment criteria	6.05	<i>Ian Leigh Central Directorate, DTI tel: 0171 215 6187 email: ian.leigh@cudv.gov.dti.uk</i>	<ul style="list-style-type: none"> • publish discussion document 	<ul style="list-style-type: none"> • December 1999
53. The Government proposes to simplify and update weights and measures law	6.11	<i>Anne Willcocks Director of Weights and Measures, DTI tel: 0171 215 5417 email: anne.willcocks@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • prepare consultation document • introduce primary legislation, together with associated draft secondary legislation 	<ul style="list-style-type: none"> • achieved – published 22 July 1999 • when Parliamentary time allows

Commitment	Para	Contact	Milestones	Target dates
54. The Government would welcome views on changes that business and consumers would like to see in preparation for review of Consumer Credit Directive	6.13	<i>Trevor Single Consumer Affairs Directorate, DTI tel: 0171 215 0351 email: trevor.single@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • invite comments by 29 October 1999 • review responses • introduce proposals into European Commission's review of the Directive 	<ul style="list-style-type: none"> • achieved • December 1999 • February 2000
55. The Government will look at the current operation of the consumer credit licensing system	6.13	<i>Katherine Hathaway Consumer Affairs Directorate, DTI tel: 0171 215 5374 email: katherine.hathaway@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • hold discussions with interested bodies, including OFT, local authorities and business to scope the work • publish proposals 	<ul style="list-style-type: none"> • achieved • Spring 2000
56. The Government proposes to review all offences and penalties to see if they are necessary and, if so, whether the type and level are appropriate	6.14	<i>Katherine Hathaway Consumer Affairs Directorate, DTI tel: 0171 215 5374 email: katherine.hathaway@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • hold discussions with interested bodies 	<ul style="list-style-type: none"> • May 2000

Commitment	Para	Contact	Milestones	Target dates
57. The Government will consider consolidating Unfair Contract Terms Act and the Unfair Terms in Consumer Contracts Regulations	6.15	<i>Angela Johnson Consumer Affairs Directorate, DTI tel: 0171 215 6205 email: angela.johnson@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • commission research • publish proposals 	<ul style="list-style-type: none"> • achieved – July 1999 • Spring 2000
58. The Government intends to consult on removing the requirements for trading stamps to indicate the cash redemption values	6.16	<i>Katherine Hathaway Consumer Affairs Directorate, DTI tel: 0171 215 5374 email: katherine.hathaway@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • consult interested parties • publish proposals 	<ul style="list-style-type: none"> • April 2000 • Spring 2000
59. The Government will simplify the Unsolicited Goods and Services Act 1971 and remove regulations under the Act which specify the format of invoices	6.17	<i>John Thorpe Consumer Affairs Directorate, DTI tel: 0171 215 0348 email: john.thorpe@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • revoke Unsolicited Goods and Services (invoices etc) Regulations • publish proposals to amend Unsolicited Goods and Services Act 	<ul style="list-style-type: none"> • December 1999 • December 1999

Commitment	Para	Contact	Milestones	Target dates
60. The Government will mount a rolling programme to review all consumer protection legislation to check that it is still delivering its intended effect	6.18	<i>Katherine Hathaway Consumer Affairs Directorate, DTI tel: 0171 215 5374 email: katherine.hathaway @cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • seek suggestions as to areas of consumer protection legislation that may be causing particular problems for business • hold discussions with interested groups, including business and consumer organisations, to decide next items to be tackled • carry out reviews, in consultation with business and consumer groups 	<ul style="list-style-type: none"> • achieved • March 2000 • ongoing
61. The Government will continue to press for European Directives to include review clauses in consumer legislation	6.19	<i>Graham Willmington Consumer Affairs Directorate, DTI tel: 0171 215 6233 email: graham.willmington @cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • hold discussions with Commission and other Member States 	<ul style="list-style-type: none"> • ongoing

Commitment	Para	Contact	Milestones	Target dates
62. The Government will, where appropriate, include expiry dates in new domestic consumer legislation or set specific dates when consumer legislation will be reviewed	6.19	<i>Katherine Hathaway Consumer Affairs Directorate, DTI tel: 0171 215 5374 email: katherine.hathaway @cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • review all proposals as they arise 	<ul style="list-style-type: none"> • ongoing
63. The Government urges all enforcement authorities to sign up to the Enforcement Concordat	7.03	<i>Paul West Regulatory Impact Unit Cabinet Office tel: 0171 270 5837 email: pwest@cabinetoffice.gsi.net</i>	<ul style="list-style-type: none"> • consult on possibility of placing concordat on statutory footing, through changes to s5 of Deregulation and Contracting Out Act • implement proposals 	<ul style="list-style-type: none"> • achieved • when Parliamentary time allows
64. The Government will amend the Fair Trading Act 1973 to provide a streamlined power for the courts to grant injunctions against specified traders	7.06	<i>Hilary Smith Consumer Affairs Directorate, DTI tel: 0171 215 6533 email: hilary.smith@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • introduce primary legislation 	<ul style="list-style-type: none"> • when Parliamentary time allows

Commitment	Para	Contact	Milestones	Target dates
65. The Government will amend the Fair Trading Act 1973 to provide a power for the courts to ban from trading traders with a history of disregarding their legal obligations	7.06	<i>Hilary Smith Consumer Affairs Directorate, DTI tel: 0171 215 6533 email: hilary.smith@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • introduce primary legislation 	<ul style="list-style-type: none"> • when Parliamentary time allows
66. The Government will amend the Fair Trading Act 1973 to provide a power for the Secretary of State to make orders by secondary legislation that certain unfair practices should become criminal offences	7.06	<i>Hilary Smith Consumer Affairs Directorate, DTI tel: 0171 215 6533 email: hilary.smith@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • introduce primary legislation 	<ul style="list-style-type: none"> • when Parliamentary time allows
67. The Government will extend enforcement under Part III of the Fair Trading Act 1973 to the trading standards service	7.07	<i>Hilary Smith Consumer Affairs Directorate, DTI tel: 0171 215 6533 email: hilary.smith@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • introduce primary legislation 	<ul style="list-style-type: none"> • when Parliamentary time allows

Commitment	Para	Contact	Milestones	Target dates
68. The Government will take action to stop homeworking scams	7.08	<i>John Thorpe Consumer Affairs Directorate, DTI tel: 0171 215 6284 email: john.thorpe@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • introduce primary legislation 	<ul style="list-style-type: none"> • when Parliamentary time allows
69. The Government will enable more groups to take action to prevent the continued use of unfair terms in standard consumer contracts	7.10	<i>Angela Johnson Consumer Affairs Directorate, DTI tel: 0171 215 6205 email: angela.johnson@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • lay regulations • regulations come into force • consult further on criteria for naming other bodies and invite expressions of interests 	<ul style="list-style-type: none"> • achieved – July 1999 • achieved – October 1999 • December 1999
70. The Government will give consumer bodies the power to seek injunctions in the UK and EU to stop traders infringing the interests of consumers under nine existing directives	7.10	<i>Angela Johnson Consumer Affairs Directorate, DTI tel: 0171 215 6205 email: angela.johnson@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • issue consultation paper on implementation of Directive • circulate draft regulations for consultation • lay regulations • regulations to come into force 	<ul style="list-style-type: none"> • December 1999 • June 2000 • November 2000 • January 2001

Commitment	Para	Contact	Milestones	Target dates
71. The Government is proposing to empower a wider range of bodies to take action in the courts on behalf of those they represent	7.11	<i>Vivienne Hodgson LCD tel: 0171 210 0640 email: vhodgson@lcdhq.gsi.gov.uk</i>	<ul style="list-style-type: none"> • publish consultation paper • introduce primary legislation 	<ul style="list-style-type: none"> • December 1999 • when Parliamentary time allows
72. The Government is considering the long-term development of measures of consumer confidence and business satisfaction, and rationalisation of input data	7.18	<i>Hilary Smith Consumer Affairs Directorate, DTI tel: 0171 215 6533 email: hilary.smith@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • publish DETR consultation document on performance measures • analyse results and consider application to consumer protection 	<ul style="list-style-type: none"> • achieved – September 1999 • April 2000
73. The Government is encouraging authorities to use the full range of tools available to assess and improve performance	7.18	<i>Hilary Smith Consumer Affairs Directorate, DTI tel: 0171 215 6533 email: hilary.smith@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • meetings with LACOTS 	<ul style="list-style-type: none"> • ongoing
74. The Government is considering encouraging local authorities to prepare a single report about their regulatory services	7.18	<i>Denise Bagge Regulatory Impact Unit, Cabinet Office tel: 0171 270 6017 email: dbagge@cabinetoffice.gsi.net</i>	<ul style="list-style-type: none"> • pursuing through Access Business Group 	<ul style="list-style-type: none"> • ongoing

Commitment	Para	Contact	Milestones	Target dates
75. The Government is considering developing a national indicator under the Best Value regime covering both trading standards and environmental health	7.18	<i>Hilary Smith Consumer Affairs Directorate, DTI tel: 0171 215 6533 email: hilary.smith@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • publish DETR consultation document on performance measures • analyse results and consider application to consumer protection 	<ul style="list-style-type: none"> • achieved – September 1999 • April 2000
76. The Government plans to provide funds, rising to £1.5 million annually, to assist local authorities to sponsor potential candidates through trading standards training	7.20	<i>Hilary Smith Consumer Affairs Directorate, DTI tel: 0171 215 6533 email: hilary.smith@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • initial discussions with the Institute of Trading Standards Administration (ITSA) and LACOTS • work with LACOTS to develop proposals in conjunction with ITSA and the local authority associations • award funds 	<ul style="list-style-type: none"> • achieved – September 1999 • January 2000 • from April 2000

Commitment	Para	Contact	Milestones	Target dates
77. The Government will invest £0.5 million to improve distance-learning material	7.20	<i>Hilary Smith Consumer Affairs Directorate, DTI tel: 0171 215 6533 email: hilary.smith@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • initial discussions with ITSA, LACOTS and others • work with LACOTS to develop proposals in conjunction with ITSA, the I&DeA and the local authority associations • award funds 	<ul style="list-style-type: none"> • achieved – September 1999 • January 2000 • from April 2000
78. The Government plans to launch a new fund of £500,000 to support projects which introduce better co-ordination between authorities	7.22	<i>Hilary Smith Consumer Affairs Directorate, DTI tel: 0171 215 6533 email: hilary.smith@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • initial discussions with ITSA, LACOTS and others • publish proposals for distributing funds and invite bids • award funds 	<ul style="list-style-type: none"> • achieved – September 1999 • January 2000 • from April 2000
79. The Government will set up a high-level enforcement forum	7.24	<i>Peter Mason Director of Consumer Safety and Strategy, DTI tel: 0171 215 0355 email: peter.mason@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • hold first meeting of forum 	<ul style="list-style-type: none"> • April 2000

Commitment	Para	Contact	Milestones	Target dates
80. A new unit will be set up within CA Directorate of DTI to take responsibility for the utility consumer councils	8.03	<i>Bernie Harris Consumer Affairs Directorate, DTI tel: 0171 215 0316 email: bernie.harris@cacp.dti.gov.uk</i>		<ul style="list-style-type: none"> • achieved
81. The Government is replacing the existing consumer bodies for telecoms, water users and postal services with independent consumer councils	8.03	<i>Bernie Harris Consumer Affairs Directorate, DTI tel: 0171 215 0316 email: bernie.harris@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • primary legislation 	<ul style="list-style-type: none"> • when Parliamentary time allows
82. The Government is replacing the Gas Consumers Council and the regional Electricity Consumer Committees with a single energy consumer council	8.03	<i>Bernie Harris Consumer Affairs Directorate, DTI tel: 0171 215 0316 email: bernie.harris@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • primary legislation • appoint Energy Consumer Council chair-designate 	<ul style="list-style-type: none"> • when Parliamentary time allows • achieved
83. The Government will help the National Consumer Council (NCC) relaunch as a dynamic and more effective force in UK consumer affairs	8.07	<i>Bernie Harris Consumer Affairs Directorate, DTI tel: 0171 215 0316 email: bernie.harris@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • complete first part of five-yearly review • complete second stage and relaunch NCC 	<ul style="list-style-type: none"> • achieved – July 1999 • June 2000

Commitment	Para	Contact	Milestones	Target dates
84. The Government will fund a new post at the NCC, for a year, to promote the training of at least 5,000 consumer representatives	8.09	<i>Bernie Harris Consumer Affairs Directorate, DTI tel: 0171 215 0316 email: bernie.harris@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • NCC to recruit person to carry forward this work 	<ul style="list-style-type: none"> • December 1999
85. The Government will set up an Advisory Committee on Consumer Issues	8.10	<i>Tim Goodship Consumer Affairs Directorate, DTI tel: 0171 215 0373 email: tim.goodship@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • invite membership of committee • hold first meeting 	<ul style="list-style-type: none"> • achieved • achieved – November 1999
86. The Government will set aside an additional £500,000 for consumer research	8.11	<i>Tim Goodship Consumer Affairs Directorate, DTI tel: 0171 215 0373 email: tim.goodship@cacp.dti.gov.uk</i>		<ul style="list-style-type: none"> • ongoing
87. The Director General of Fair Trading will review the OFT's consumer protection functions, involving consumer and business representatives as well as government departments	8.13	<i>Caroline Banks Director of Consumer Affairs, Office of Fair Trading tel: 0171 211 8822 email: caroline.banks@oft.gov.uk</i>	<ul style="list-style-type: none"> • establish advisory groups of consumers, businesses and trading standards • report to Ministers 	<ul style="list-style-type: none"> • achieved • January 2000

Commitment	Para	Contact	Milestones	Target dates
88. Ministers will consider how to make enforcement of consumer protection more effective, both for consumers and in terms of reducing burdens on business (for example, the group will consider how to simplify legislation on age limits)	9.03	<i>Tim Goodship Consumer Affairs Directorate, DTI tel: 0171 215 0373 email: tim.goodship@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • to be taken forward by Ministerial Group 	<ul style="list-style-type: none"> • ongoing
89. Ministers will consider where consumer groups could make a more effective contribution in their policy areas, identifying ways to improve representation and commissioning further work	9.03	<i>Tim Goodship Consumer Affairs Directorate, DTI tel: 0171 215 0373 email: tim.goodship@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • to be taken forward by Ministerial Group 	<ul style="list-style-type: none"> • ongoing
90. The Government will monitor performance against commitments and targets set out in the White Paper, and information on progress will be published	9.09	<i>Tim Goodship Consumer Affairs Directorate, DTI tel: 0171 215 0373 email: tim.goodship@cacp.dti.gov.uk</i>	<ul style="list-style-type: none"> • publish implementation plan • publish annual progress reports 	<ul style="list-style-type: none"> • achieved • ongoing

